

KEESLER MEDICAL CENTER

CLINICS, SERVICES (N-Z)

Nephrology Clinic Located on the hospital's second floor. The clinic staff sees patients by referral only. Services include general nephrology, anemia management, hypertension management and hemodialysis. Hours of operation are 7 a.m.-5 p.m. Monday-Friday, closed on non-training Fridays, weekends and holidays. (Exceptions for chronic dialysis treatment). The front desk number is 376-5529/5537.

Neurology Clinic Located on the first floor (1F103) in the Medical Specialties Clinics. The staff currently consists of four neurologists providing service for patients 18 years of age and older. Patients are seen on referral basis only for Parkinson's disease, epilepsy and seizures, multiple sclerosis, dementia, stroke, weakness, neuropathy, myasthenia gravis, movement disorders, memory difficulties, headaches, low back and neck pain, radiculopathy and numbness. All other referrals must be approved by the chief of neurology before being provided an appointment. The clinic offers nerve conduction studies (NCV)/electromyographies (EMG), electroencephalography (EEG), trigger point/occipital nerve block, Botox injections, muscle biopsy, and nerve biopsy. Inpatient consultative services are available to admitting services and ER. Hours of operation are 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.-4 p.m. on training Fridays, closed on non-training Fridays, weekends and holidays. The clinic phone number is 376-3791.

Nutrition Clinic Located on the ground floor (GB101) of the hospital, the clinic sees all eligible beneficiaries with a referral. Services provided include individual and group nutrition counseling. Hours of Operation: 7 a.m.-4 p.m. Monday-Friday. Call 376-5065 for more information.

Occupational Therapy Located in medical center's Back Bay Tower on the first floor, down the hall from the Emergency Room. They currently are seeing all enrollees for the following: evaluations for upper-extremity dysfunction (elbow and hand only at this time); post-operative hand surgery rehab; upper-extremity post-fracture rehab for ROM and strength deficits; education/treatment of cumulative trauma/repetitive motion disorders of the hand and elbow; and education on computer workstation ergonomics, etc. All NEW referrals will be scheduled through the hospital Referral Management Office at (228) 376-0490. Clinic hours of operation are 7a.m.-5 p.m. Monday-Thursday, 7a.m.-4 p.m. every Friday. Direct phone number is 376-3379.

Ophthalmology Clinic Located on the medical center's ground floor, near the clinic entrance. TRICARE Prime patients needing to be seen in the Ophthalmology Clinic should request a consult from their primary care provider. TRICARE will then book an appointment and you will be contacted. Most services will be offered at Keesler, but some services may be referred to a TRICARE provider in the community. Some common services available include:

Medical: Full eye exams for glaucoma, macular degeneration, cataracts, diabetes or other eye diseases/disorders. See your preferred optometrist for a standard eye examination for eyeglasses or contacts.

Surgical: Repair of eyelid/lacrimal trauma, eye plastics procedures, cataract surgery, glaucoma surgery, corneal surgery and laser surgery for retinal disease.

Optometry Clinic Located on the hospital ground floor, near the clinic entrance. The clinic offers routine eye care to active-duty military and TRICARE prime enrollees. Appointments can be made by calling the central appointment line at 1-800-700-8603 or TRICARE Online. The hours of operation are 7 a.m.-5 p.m. Monday-Thursday, 7 a.m.-4 p.m. on training Fridays and closed on non-training Fridays. The number for the Optometry clinic is 376-0449.

Oral and Maxillofacial Surgery Located on the hospital's first floor (1B100). Oral and maxillofacial surgery is the specialty of dentistry which includes diagnosis, surgical and adjunctive treatment of disease, injuries and defects involving both the functional and aesthetic aspects of the hard and soft tissue of the oral and maxillofacial areas. Referral is required and care for non-active duty beneficiaries is on a space-available basis. Their telephone number is 376-0610. Hours of operation: 7 a.m.-5 p.m., Monday-Thursday and 7 a.m.-4 p.m., Friday.

Orthopaedic Clinic Located on the first floor (Room 1B300). The clinic provides services on a referral-only basis. New referrals may be scheduled by calling the appointment line at 1-800-700-8603. Care provided by the orthopaedic surgeons includes: basic musculoskeletal evaluation; arthroscopic procedures of the knee, shoulder, ankle, elbow, and wrist; computer-assisted total joint reconstruction of the knee, shoulder and hip; treatment of fractures of the extremities; nerve entrapment release; excisional biopsies and tendon repair. The clinic has limited care for pediatric orthopedics and does not treat spinal conditions. The hours of operation are 7 a.m.-5 p.m. Monday-Thursday, 7 a.m.-4 p.m. Fridays. The number for the Orthopedic Clinic is (228) 376-0429.

Patient registration Located on the first floor in Room 1A222 in the TRICARE Services office. Hours of operation are 7 a.m. - 5 p.m. Monday-Thursday and from 7 a.m. - 4 p.m. on Friday. 376-4742

Pediatric Clinic Located on the ground floor (GF300), down the corridor to the left, rear of the escalators. The clinic provides scheduled acute, chronic and preventive medical care for children (age birth to 17 years). They also have a case manager available in the clinic. All appointments are scheduled through the TRICARE appointment line, 1-800-700-8603, or TRICARE Online at www.tricareonline.com. Clinic hours are Monday-Thursday 7 a.m.-5 p.m. and Fridays 7 a.m.-4 p.m. The clinic is closed the second Thursday of each month at noon for readiness training as well as all federal holidays and AETC family days.

Walk-in appointments are available for sore throat, weight checks, blood pressure checks and wart treatments. Hours of operation are 7:45-10:30 a.m. and 1:30-3:30 p.m. Monday-Thursday and 7:45-10:30 a.m. and 12:45-2:30 p.m. Friday. Patients will be screened and cultured, if necessary, and notified if positive. They may NOT see a provider. Wart removal will first need an initial appointment with a provider before a walk-in can be done.

TRICARE beneficiaries with acute medical problems may call the Nurse Advice Line at 1-800-874-2273, option 1, for health-care advice for urgent health problems. For any

other issues, parents may leave a telephone consult through the appointment line (1-800-700-8603). A staff member will return calls within 72 hours.

Pharmacy

Filling prescriptions

The Main Outpatient Pharmacy, located on the Keesler Hospital ground floor, just inside the outpatient clinic entrance, provides service of new prescriptions issued from Keesler Medical Center clinics. Hours of operation are 7:30 a.m.-5:30 p.m. Monday-Friday. Closed on weekends, holidays and command-directed family days.

The Satellite Pharmacy is located at the west end of the BX/Commissary mall. Hours of operation are 8 a.m.-5 p.m. Monday-Friday. Closed on weekends, federal holidays and command-directed family days. This pharmacy will fill new prescriptions from off base for authorized beneficiaries, for medications listed on the 81st MDG Formulary. Copies of the formulary are available on request at the pharmacy, or can be obtained at the website: <http://www.keesler.af.mil/units/81stmedicalgroup.asp> Click on Formulary on the bottom middle of the page.

Refills of prescriptions originally filled at Keesler should be requested by calling the automated call-in refill system at (228) 376-1000 unless otherwise directed on your prescription label. Refills may be picked up at the Satellite Pharmacy from 8 a.m.-5 p.m. Monday-Friday or at the Satellite's drive-up window which is open until 5:30 p.m. on weekdays and from 8 a.m.-2 p.m. on Saturdays for pickup only.

Transferring a prescription from another pharmacy: A refill of a non-controlled prescription medication originally filled at another pharmacy, military or civilian, may be accomplished if you bring in the bottle from the other pharmacy with a current prescription label. The label must show at least one refill remaining and be less than one year from the original fill date. Please allow 1-3 duty days for transfers to be completed. Controlled medications may be transferred one time from one military pharmacy to another military pharmacy. Controlled medication **cannot** be transferred to or from civilian pharmacies per Mississippi state law.

Questions about medications: The pharmacy has 24/7 medication information through the AudioCare RXInfo function. This system gives you specific information about your prescription. You can reach the AudioCare RXInfo by dialing (228) 376-1000. A pharmacist can also be reached during normal duty hours by calling (228) 376-4955 or (228) 377-9791.

Renewing prescriptions when there are no more refills: You will need to contact your Primary Care Manager (PCM) team or civilian provider to have your prescription renewed.

Filling prescriptions that are not available from the Keesler Pharmacy: TRICARE provides you two options: The TRICARE Mail Order Pharmacy and a network of retail pharmacies.

To fill prescriptions that are not available from the Keesler Pharmacy, The TRICARE Mail Order Pharmacy (TMOP) is the most economical choice for you. Usually there are no Co-payments for generic TMOP prescriptions and non-formulary and brand name medications are up to 66 percent less than in the TRICARE pharmacy network. TMOP can fill up to a 90-day supply of medications, has more medications available and delivers prescriptions directly to your mailing address within 14 days. TMOP is especially useful for obtaining routinely-used maintenance medications. TMOP transactions can be completed by toll free phone or FAX, U.S. Mail or via the internet. For more information call 1-877-363-1303 or visit www.express-scripts.com/TRICARE.

TRICARE also maintains a network of local civilian pharmacies that you can use. They may be the most convenient, but are also the most costly for you. This option is best when you cannot wait for the mail to deliver your medications. Ask your local civilian pharmacy if they participate in TRICARE.

Medication Not Covered by TRICARE: Prescription medications used to treat conditions that are not currently covered by TRICARE, either by statute or regulation, are excluded from the pharmacy benefit.

Excluded medications include:

- Drugs prescribed for cosmetic purposes
- Fluoride preparations
- Food supplements
- Homeopathic and herbal preparations
- Multivitamins
- Over-the-counter (OTC) products, except for the following:
 - [Insulin and diabetic supplies](#)
 - OTC medications covered by the [OTC Medication Demonstration Project](#)
 - [Smoking cessation products](#) covered by the Smoking Cessation benefit
- Weight reduction products

Excluded drugs are not available at government expense from any DoD or TRICARE pharmacy.

Physical Therapy Located in the medical center's Back Bay Tower on the first floor down the hall from the Emergency Room. PT is currently seeing all enrollees for which appropriate services can be provided at this MTF (access does fluctuate with number of providers, etc.). Patients can be seen for the following diagnoses: musculo-skeletal evaluation; orthopedic rehabilitation (pre- & post-operative); athletic injury management; modalities (cervical/lumbar traction, TENS, ultrasound, iontophoresis, electrical stimulation, hot/cold packs); muscle testing & rehab training; specialized muscle strengthening; postural correction/awareness; ROM exercises (AROM, AAROM, and PROM); mobilization (spine and extremity joints); and acute/chronic pain management.

All NEW referrals are scheduled through the hospital Referral Management Office at (228) 376-0490. Hours of operation: 7 a.m.-4 p.m., Monday 7 a.m.-5 p.m. Tuesday-Thursday and 7 a.m.-3 p.m. Friday. PT front desk number is 376-0446. Clinic hours of operation are 7a.m.-5 p.m. Monday-Thursday, 7a.m.-4 p.m. every Friday.

Public Health Located on the hospital's ground floor in room GG400. Public Health conducts preventive medicine and communicable disease control, occupational health, food safety, deployment medicine and disaster response programs. They are responsible for educating and ensuring immunity from communicable disease for all active duty and 49,000 beneficiaries, while directing and conducting epidemiological investigations of communicable diseases and food-borne disease outbreaks and make recommendations. Nurse practitioner Krista Lippold is available for deployment health assessments. Hours of operation: 7 a.m.-4:30 p.m. Monday-Thursday, 7 a.m.- 4 p.m. Friday. Front desk: 376-3163.

Pulmonary Disease Clinic: Located on the second floor, Room 2A245. A referral from the PCM is required to obtain provider care. Hours of operation are 7 a.m.-5 p.m. Monday-Thursday; 7 a.m.-4 p.m. Friday (Exceptions -"Warrior Training," second Thursday of every month). Clinic hours are 7 a.m.-12 p.m. and "Fit to Fight" the first training Friday of each month, clinic hours 8:30 a.m.-4 p.m.). Closed on non-training Fridays, weekends and holidays.

Radiology (Diagnostic Imaging) Located on the hospital's first floor; Room 1C200. Radiology services consist of six modalities: Diagnostic Radiology (X-ray), Computed Tomography (CT and CAT Scan), Magnetic Resonance Imaging (MRI), Bone Mineral Density, Diagnostic Ultrasound and Nuclear Medicine. Normal hours of operation are 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.-4 p.m. on Friday. Radiology also provides 24-hour support to the Emergency Department and inpatient wards. Call 376-0481 or 376-0482 for additional information.

Patients are authorized a copy of medical images for off base medical appointments and referrals and permanent change of station.

Radiation Oncology: Located in the Radiation Oncology building on the west side of the medical center (opposite the former Emergency Department), the Radiation Oncology Department provides state-of-the-art cancer therapy services for more than 350 patients per year. We currently offer a full range of external beam radiation therapy options including three-dimensional conformal therapy, intensity modulated radiation therapy (IMRT), image guided radiation therapy (IGRT), RapidArc therapy, and stereotactic radiosurgery. Having invested heavily in the latest computer, imaging and treatment technologies, therapies are now safer than ever with advanced tumor targeting and radiation delivery techniques. This enables precise doses delivered to targets while maximizing the protection of surrounding normal tissue, which decreases both temporary side effects during treatment as well as the risk of permanent side effects. Normal hours of operation are 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.-4 p.m. Friday. Call 376-3400 for additional information.

Referral Management Center Located in Room 1A-230. 7 a.m.-5 p.m. Monday-Thursday; 7 a.m.-4 p.m. Fridays. **Off-base referrals:** At Keesler AFB, Prime enrollees obtain referrals from their PCM. When you get a referral from your PCM, please go to the Referral Management Center in Room 1A-230 before departing the hospital. They will assist you in booking an appointment or provide necessary information to obtain

care in the network. If you need to contact the Referral Management Center you can do so at 376-0490. You can also contact Humana about the status of a network referral at 1-800-444-5445.

Refractive Surgery/Laser Vision Correction The Keesler Warfighter Refractive Surgery Center is located on the ground floor, collocated with optometry and ophthalmology. Services are available to active duty only. If interested in refractive surgery, please call (228) 376-5735/376-0567 (commercial) or DSN: 591-5735/591-0567. Information will be emailed to you.

Rheumatology Located on the first floor in the Medical Specialties Clinic in room 1F151. Currently treating all active duty military and TRICARE Prime beneficiaries with autoimmune diseases and rheumatoid arthritis. Treatment in the Rheumatology Clinic is initiated only after primary care manager or subspecialist referral. Patient care hours are 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.-4 p.m. on training Fridays.

Sleep Disorders Lab: The Sleep Lab is located at the VA Gulf Coast Veterans Health Care System Medical Center in Biloxi. It performs studies as part of a sharing agreement. It consists of six beds. Patients require a referral from their PCM to make an appointment.

Special Needs Identification Program (Exceptional Family Member Program)

Overseas clearances and facility determination inquiries are available in Keesler Medical Center, room 1A222. See Ms. Melba Harris, 376-5605; DSN 591-5605.

Student Trainee Clinic Located in Bldg. 7310, the entrance is in the breezeway next to the Levitow Training Support Facility. All technical training students NOT on flying status (prior and non-prior service), TDY students/personnel and personnel deployed to Keesler AFB are seen in the STC for all their urgent, acute and routine primary care needs. An appointment may be booked by calling the appointment line at 1-800-700-8603 or by calling the clinic directly. For any questions, the clinic may be reached at 376-0324/0325. Clinic hours: 7a.m.-5 p.m. Monday-Thursday; 7 a.m.-3:30 p.m. Fridays. Walk-in "sick-call" (acute illness present for three days or less) is: 7-11 a.m. and 1-4 p.m. Monday-Thursday; 7-11 a.m. and 1-2 p.m. Fridays. The STC is closed on holidays and weekends.

Travel Medicine Clinic Located in the Allergy Clinic on the hospital's ground floor (nearest the Emergency Department entrance). Those planning to travel outside of the U.S. for business or pleasure are encouraged to visit the clinic for counseling, immunizations and prophylactic medications. With pediatric and adult infectious diseases services available, coordinated appointments for entire families may be arranged – ample advance notice is appreciated. Travel Medicine Clinic is usually held Thursday mornings, but appointments at alternate times may be available. Patients are asked to bring their immunization records and detailed itinerary. Call 228-376-3550 for an appointment.

TRICARE Phone Number 1-800-444-5445. For TRICARE-related questions, please feel free to also contact the Keesler Health Benefits Advisors at: 376-4010 /4737 (DSN: 591).

Urology Clinic Located on the first floor, room 1G400. Two urologists are on staff and are currently seeing all military beneficiaries. We offer the full spectrum of urologic care to include the medical and surgical treatment of urologic cancers, urinary incontinence, BPH, kidney stones, erectile dysfunction, infertility and pediatric urologic conditions. All new patients require a referral. Established patients may schedule appointments by calling (228) 376-0456. Hours are 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.-4 p.m. training Fridays.

Vascular Surgery Located on the hospital's first floor in the General Surgery area (1G 200). There are currently two vascular surgeons assigned to the Vascular Surgery Clinic, providing full-time surgical coverage and a broad range of inpatient and outpatient procedures including open and endovascular approaches. The clinic accepts all referrals. Patient care hours are 8 a.m.-4 p.m. Monday-Friday (except non-training Fridays). The phone number is (228) 376-5280.

Women's Health Services Clinic (OB/GYN) is located on the medical center's ground floor, down the corridor to the left, rear of the escalators and past the Pediatric Clinic. The clinic provides routine and specialty women's health care to active duty, dependents and TRICARE Prime enrollees. Other patients are seen on a space-available basis. Available gynecological services include general gynecology problems, annual exams (pelvic exams +/- pap smears) and follow-up, pre- and post-operative surgical evaluations and treatments. Gynecological surgical procedures offered include tubal ligation, laparoscopy, hysterectomy, urinary incontinence and prolapse surgery, and basic infertility care. Obstetrical services include care for all routine and high-risk pregnant patients with a maternal-fetal medicine specialist on staff. Our Family Birthing Center includes eight state-of-the art LDRP (Labor, Delivery, Recovery, Postpartum) rooms, completed in January 2007. Operating hours: 7 a.m.-5 p.m. Monday-Thursday: 7 a.m.-4 p.m. Friday, including non-training Fridays. Patients may call (228) 376-0433 with questions or to arrange for follow-up. Appointments may also be made through the TRICARE appointment line, 1-800-700-8603. Initial appointments for gynecology problems require a consult from the primary care manager.

(Current as of October 2014)